

Bill of Rights

You are entitled to the following rights when you receive support from York Support Services Network:

- 1) The right to equal treatment regardless of skin colour, age, sex, gender identity, sexual orientation, religion, language or ability.
- 2) The right to be treated with courtesy, dignity and respect, and to be served in a way that respects your individual needs including those based on your own ethnic, spiritual, language, family and/or cultural needs.
- 3) The right to have any information about you kept confidential unless you give us permission to share it, or we are required to share it by law.
- 4) The right to effective communication that allows you to clearly understand what giving or refusing consent means, and the right to choose the option that works best for you.
- 5) The right to ask to see any records we keep about our work with you. (YSSN may store your information in written and/or computer files)
- 6) The right to privacy when you meet with any YSSN staff member and the right to have all other types of communication kept confidential.
- 7) The right to be free from harm, including mental, physical, verbal, emotional and financial abuse.
- 8) The right to access services and supports that you are eligible to receive, including the right to participate fully in making informed decisions about what you need, to develop a plan that works best for you, and to make changes to the plan at any time.
- 9) The right to have qualified people working with you and to know the qualifications of those people.
- 10) The right to disagree with your worker.
- 11) The right to make suggestions or to complain on behalf of yourself or others, and to have your complaints and suggestions responded to without negative consequences.
- 12) The right to be involved in your discharge planning once your service with YSSN is complete, including access to information about various other support options available in the community.

“A Meaningful Life: Relationships, Community, Well-Being”